

188856

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLEC - QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME Tel West Communications, LLC  
QUARTER / YEAR 3rd Quarter / 2007

Reporting Month:	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
Number of South Carolina Customer Access Lines Provided:			
Via Resale:	267	226	262
Via UNE-P:			
Via Other Methods:			
Total South Carolina Line Count:	267	226	262
 Trouble Reports / Access Line (%)	 7/3%	 11/5%	 5/2%
 Customer Out of Service Clearing Times (%)	 14%	 5%	 2%
(Objective: <7%)			
 New Installs Completed w/in 5 Days (%)	 100%	 100%	 100%
(Objective: >85% w/in 5 working days)			
 Commitments Fulfilled (%)	 NA	 NA	 NA
(Objective: >85%)			

Explanation for Objectives Not Met: All functions and intervals are controlled by the ILEC, not by Tel West.

Does company use its own switching facilities to provide services within South Carolina?

Yes ☐ No ☒

Person Making Report / Contact Information: Ginny Riggs, Accounts Receivable. 512-735-7336, griggs@telwestservices.com.

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